

THE IPN DISPATCH

IPN Monthly Dispatcher Update

MAY 2016

LODD Alerts

A while back IPN added Line of Duty death categories (LODD) for Police & Fire/EMS. These categories are not like anything else we handle. They are intended to provide recognition rather than a breaking news alert. As all of you would agree, this information is sensitive. Those of us who work in public safety know that great fact and professionalism is required on these notifications. LODD info should not be paged out by local dispatchers on other categories. You can indicate serious injuries within another category but the actual LODD should not be paged.

Once the agency involved has made a release of the details, either the admin staff or FLA077, our morning hotline operator, will send the notification. We do not send alerts for presumptive deaths, such as cancer, at this time. We do send LODDs that are directly related to an incident. If you would like to have a LODD transmitted to the system please email support or reach out to FLA077 via IPN Mail. Keep in mind that these alerts may be held until an appropriate time. We will also do our best to post links to LODD incidents on our social media sites.



IPN Dispatcher of the Month

We are pleased to announce that **WSC064** has been named DOTM!

He is a premium dispatcher and has been a valuable member of our IPN team since April of 2014.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

Chapter Stats

Many chapters continued to post impressive numbers in March. The two states that stand out are Texas and Arizona. The four chapters in Texas worked together to bump Massachusetts from its long time berth in the #4 seat. Can they continue to pump out high quality info and enter the top 3? We sure hope so. Arizona enters the top 10 for the first time this year. They placed 7th just 21 incidents behind the great state of Illinois.

The top 3 states of Florida, California & New York paged out 2561, 2223 & 1895 incidents, respectively. Strong work by everyone! Every page counts and every chapter has the potential for greatness.

JAN	FEB	MAR
FLORIDA	FLORIDA	FLORIDA
CALIFORNIA	CALIFORNIA	CALIFORNIA
NEW YORK	NEW YORK	NEW YORK
MAS	MAS	TEXAS
PEN	TEX	MAS
OHIO	NEW JERSEY	ILLINOIS
TEXAS	PEN	ARIZONA
ILLINOIS	OHIO	OHIO
MARYLAND	CON	PEN
ONTARIO	ILLINOIS	MARYLAND

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Spotlight On: Power Outage

The spotlight series is a new recurring column that will take a look at a specific category or incident type. This is for the purpose of review so that members can better understand a group and the best way to use it.

The Power Outage category is intended to be used for outages that affect more than 200 customers. In this context, the term customer is used to mean a family or business. While it is possible that an outage in a high rise could impact 200 customers in most cases a single building without power is not going to meet this criteria. Fifty families with an average of 4 people in each is still just 50 customers.

Just like all of the other categories we use on IPN, Power Outage pages are based on radio traffic. This allows us to include both the cause and the estimated impact and send this information out in real time. This category is not to be overused. This means that you can not log in to the power company trouble page and skim info to retransmit to our members. This is in violation of system policy and it annoys the people who have this category turned on. It is highly unlikely that QA will be awarding points for dispatchers who are abusing this category, especially if they are skimming info instead of listening.



The IPN family has experienced some recent tragic losses and we ask that you remember these team members, and their families, in your thoughts and prayers:

MAR012, Steven, death of his wife.

NHA012, Mike, death of his mom.

Admin Michael, death of his father.

Admin Peter, death of his father.

These losses remind us of the fragility of life, to appreciate our loved ones daily, and to live each day to its fullest.

Broadcastify Alerts



As many of you know, Broadcastify now offers "alerts" for their users. These alerts serve as a heads up that there may be an incident taking place. They are not considered verified or valid until you have monitored the call and confirmed the facts of the incident. Here are two examples of calls that were brought to our attention last month.

The first alert was in Maryland for an officer involved shooting in a health facility. The Broadcastify host sent about a dozen alerts on this with each one indicating shots fired and making the incident appear critical. Unfortunately, the IPN dispatcher pulled up the feed and heard what he thought was the incident that was in the Broadcastify alert and sent the call via our system. We later heard from the CEO of the facility that this was "a minor scuffle" inside the ER with a behavioral health patient. During the incident one of the security guards did slip and fall. Local law enforcement took the patient to jail. No shots were ever fired.

Another incident example was a brush fire in Ohio (this was fortunately NOT paged on our system). The Broadcastify alert indicated the FD was on scene with "big flames in the woods". Our local dispatcher continued to monitor the incident and despite the report of "big flames" determined this did not meet the brush requirements. When the fire department arrived at scene, it was determined this was a controlled burn off by the gas company. The potential was there for us to look foolish again but the professionalism of the OHI dispatcher made a difference.

This is not meant to bash anyone on our team or to discredit the Broadcastify system. Everyone makes mistakes. All we are looking to do is remind our dispatchers that information transmitted by other groups or agencies is not sufficient verification. Dispatchers should always monitor the incident themselves to acquire accurate information. This is what separates IPN from all those other groups, systems and social media sites.



Photo by: Rick Kulmann

CON | Southington, CT (Hartford County) | 1 Alarm Fire | 154.070 | Deerbrooke Cir & Yorktown Rd | SFD o/s well involved structure fire 1 Line & blitz fire in operation, occupants out | CON203 | 11:57



Photo by: Scott Baird

SAN| San Diego, CA (San Diego County)| 1 Alarm Fire| 9A/B| 8245 Ronson Rd| 1 Story Commercial Building, Well Involved.| SAN029| 12:48

Ask QA

-Incident Control

"Another local dispatcher just sends stuff off of an online CAD. If I am actually listening to the incident can I just send updates with more accurate information?"

This is a great question because it touches on 2 issues we see quite frequently: Dispatching off a CAD and Incident Control.

In regards to the first: Online CADs are an amazing tool but cannot be considered as wholly accurate. They often contain notes about what callers or bystanders are reporting and this is not confirmed information. Use CADs but be cautious and monitor the incident separately for confirmation.

Secondly, even though you might know 100% that an IPN alert is incorrect, it is never appropriate to "highjack" the alert with an update. The proper procedure is to contact the other dispatcher via IPN Mail. If no response after 10 minutes and an update is truly warranted, you may proceed. Please report CAD offenders to support so that we can provide additional training to the dispatcher.

Do you have a question for our QA staff? Send it to support@incidentpage.net

Detail Information

11:56 AM 6 [12] A87-015M VEH ON RS CODE 4 [Shared]
11:53 AM 5 [11] 1039 3A PAC AUTO ETA 40 MINS L 096 SO 78579 WITH A FB [Shared]
11:50 AM 4 [9] SB EASTGATE MALL OC 1185 FB [Shared]
11:45 AM 3 [5] [Notification] [FSP]-853 97 // SB JNO LA VILLAGE // FIRE HAS #5 SHUT DOWN
11:42 AM 2 [3] 1039 SDFD [Shared]
11:41 AM 1 [1] [1] BLU CV ON THE RHS - THE INTERIOR WAS ENGULFED[Shared]

Unit Information

11:43 AM 2 Unit Assigned
11:43 AM 1 Unit Enroute

EMS Humor

-Needed in Houston (does it come with pontoons?)



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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EMS Trivia

NYPD

The New York City Police Department (NYPD or NYCPD), officially the City of New York Police Department, was established in 1845 and is the largest municipal police force in the United States, having primary responsibilities in law enforcement and investigation within the five boroughs of New York City. The NYPD is one of the oldest police departments established in the United States, tracing its roots back to the seventeenth century.